



MLTI Dispatch Instructions

Maine Learning Technology Initiative

In order to create mail-in dispatches utilizing the MLTI Local Depot, you will need to follow these instructions.

Overview

Only MLTI Tech Leads can process dispatch requests on the MLTI Local Depot web page <http://www.belldepots.com>. DIY parts (“Do It Yourself” parts such as power adapters and Lightning cables) can be acquired by contacting the MLTI Help Desk at 1-800-919-2775 with PIN# 4MLTI.

The local depot will not be providing DIY Parts.

To complete a dispatch to the MLTI Local Depot:

- You will need to call the MLTI Help Desk to troubleshoot and obtain a case number before submitting your MLTI Local Depot repair requests via DepotWorks; a case number *will be* required to complete each dispatch. You may use a single case number for dispatching machines with similar failures (i.e., one case number for video issues, a different case number for power related failures, etc.). Please make sure to provide all serial numbers requiring service to the AppleCare MLTI Help Desk technician to ensure our ability to trace any errors or issues with the dispatch process and provide an expedient resolution.
- Once you have been provided a case number you will log into DepotWorks to create your dispatch for your iPad, iPad mini, or MacBook Air.
- Creating dispatches will automatically schedule a UPS pick up for your repairs on your next scheduled pick up or next business day if your school does not have a standard UPS pick up time. Labels **must** be printed out from the DepotWorks interface.
- You will need to have the device boxed, labeled and ready for pickup by the UPS courier.
- All repairs initiated before 6PM EST will be processed same day with a next day pick up time frame (if the dispatch is created before your school’s regular UPS pick up time, the units may be picked up when your UPS driver arrives).
- Do not pack your power adapter in the box with your device sent in for repair.
- Be sure to remove all previous shipping labels from the boxes before sending them to reduce errors in shipping and/or tracking the units in the shipping and repair process.

- Be sure to securely tape the shipping boxes closed in order to prevent loss of the unit during the shipping phase of the repair.
- Mail-in repairs not covered by the MLTI AppleCare contract (Abuse or Accidental Damage Repairs) can also be dispatched to the Local Repair Depot by using this same method outlined in this document. However, you will receive a quote for the cost of such repair for your approval before the depot will begin to process the request.

Local Depot Escalation Process

To provide feedback or get more information on the local depot process or to escalate UPS related issues, please use the Depot Feedback link on the MLTI Local Depot web page after you log in. Passwords can be obtained using the “Forgot your password?” link on the log in page.

If you require additional shipping boxes use the “**Request Shipping Box**” link from the navigation links at the top of the page. This will generate an email request for additional boxes for repairs; there is a pull down for the number of boxes you require, up to three per order. Please be sure to reuse your existing boxes and only order replacement boxes if they show signs of excessive wear or no longer protect the devices. If you require more than 3 boxes, you may use the Depot Feedback link to submit that request.

What follows are step-by-step instructions and guidelines to assist you in creating a mail-in repair using the DepotWorks interface.

Outline of a Repair Request

1. First you must log on to the web page <https://www.belldepots.com> (figure 1). Your log in information should match your Asset Manager Login. You can also use the “Repair Depot” link from within the Asset Manager to automatically log in. If you do not know your login, you can use the “Forgot Your Password?” link on the bottom of the screen or the “Forgot Password” link within the MLTI asset manager and you will be contacted with this information:

DEPOTWORKSSM

Welcome Apple User

service
option
tracking
reporting

Please Log In

USERNAME PASSWORD go

DepotWorks is brought to you by Bell Industries
Tech.logix Group in partnership with Apple
Computer. Our mission is to enhance the learning
process by minimizing downtime, while making
support as effortless and reliable as possible.

Bell INDUSTRIES
Tech.logix Group

Proprietary software. A managed service brought to you by Bell Industries.
©2005 Bell Industries, Tech.logix Group


Forget your password?
Please include school code and email address.

fig 1

2. Once logged in to the system, you can enter either the asset tag or the serial number of the unit to initiate the dispatch (figure 2):

fig 2

:: Create : Dispatch



Create a new dispatch:

Please enter a serial number or asset ID below.

Asset Number:


Serial Number:

[Summer Service Form](#)

Create Dispatch

3. After entering the serial number or asset tag press “Create Dispatch” to move to the next screen to provide the repair information (figure 3):

:: Create : Dispatch



Create a new dispatch:

Please enter a serial number or asset ID below.

Asset Number:

Serial Number:

[Summer Service Form](#)

Create Dispatch

fig 3

3. On the repair information page, you will see check boxes for various component failures that may require a mail in dispatch to repair (figure 4). Make sure to validate the information at the top of page for accuracy on serial number, school ID code, etc. to ensure a dispatch is created correctly for your asset.

The screenshot shows a web form titled "Create : Dispatch". At the top, it displays asset information: School: 024-03, Asset Tag: 213546, Serial Number: UV2286GCM4R, Ethernet ID: 00:03:93:B7:59:F2, and AirPort ID: 00:30:65:20:7A:58. Below this is a section "Select the area(s) of the issue:" with a grid of checkboxes. The "Backlight" checkbox is checked. Underneath is a text box for "Enter the symptoms as reported by the user:" containing the text "screen is black". Below that is another text box for "Enter any additional comments necessary:" containing the text "with a light shining behind the display I can see an image. back light is out.". At the bottom, there are fields for "AppleCare Case Number:" (50144386), "Admin Password:" (masked with dots), and "Confirm:" (masked with dots). To the right of these is a "Data backed up" section with a "Please Select" dropdown. A note "* Indicates Required Field" is present. At the very bottom are two buttons: "<< Edit Dispatch" and "Continue >>".

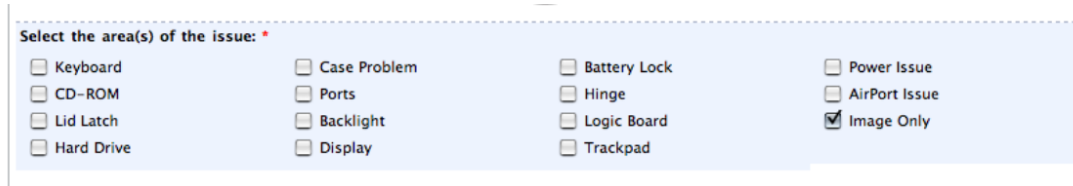
fig 4

4. Select the component(s) that have failed (you may select multiple) by using the associated check boxes. (figure 5):

This is a close-up of the "Select the area(s) of the issue:" section from the form. It shows a grid of checkboxes for various components. The "Backlight" checkbox is checked, while all other checkboxes (Keyboard, Case Problem, Battery Lock, Power Issue, CD-ROM, Ports, Hinge, AirPort Issue, Lid Latch, Logic Board, Image Only, Hard Drive, Display, Trackpad) are unchecked.

fig 5

5. For imaging only dispatches, please use the check box for “Image only” (figure 6). If you are only imaging a unit, do not select any other items for the repair.

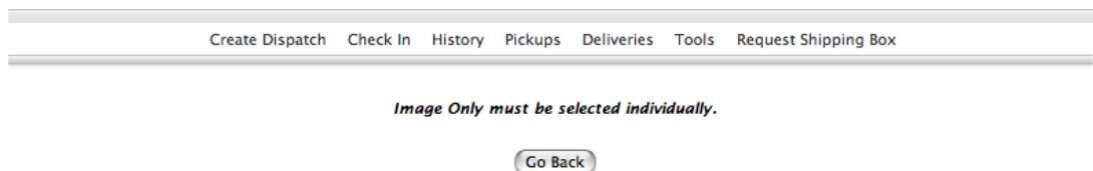


Select the area(s) of the issue: *

<input type="checkbox"/> Keyboard	<input type="checkbox"/> Case Problem	<input type="checkbox"/> Battery Lock	<input type="checkbox"/> Power Issue
<input type="checkbox"/> CD-ROM	<input type="checkbox"/> Ports	<input type="checkbox"/> Hinge	<input type="checkbox"/> AirPort Issue
<input type="checkbox"/> Lid Latch	<input type="checkbox"/> Backlight	<input type="checkbox"/> Logic Board	<input checked="" type="checkbox"/> Image Only
<input type="checkbox"/> Hard Drive	<input type="checkbox"/> Display	<input type="checkbox"/> Trackpad	

fig 6

6. If you inadvertently select the image only option in addition to other repairs, an error message will be displayed allowing you to return to the previous page to correct any issues. (figure 7):



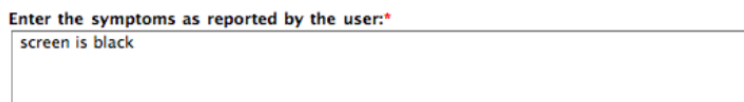
Create Dispatch Check In History Pickups Deliveries Tools Request Shipping Box

Image Only must be selected individually.

Go Back

fig 7

7. Provide a description of the failure(s) in the notes field (figure 8):

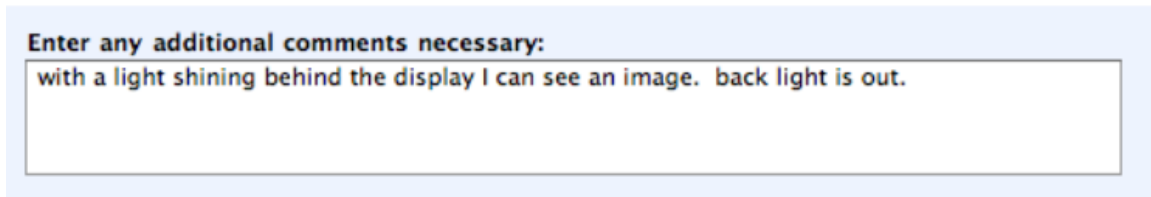


Enter the symptoms as reported by the user:*

screen is black

fig 8

8. Enter any information you feel would be helpful in diagnosing the issue or if the issue is intermittent, to reproduce the failure. (figure 9):

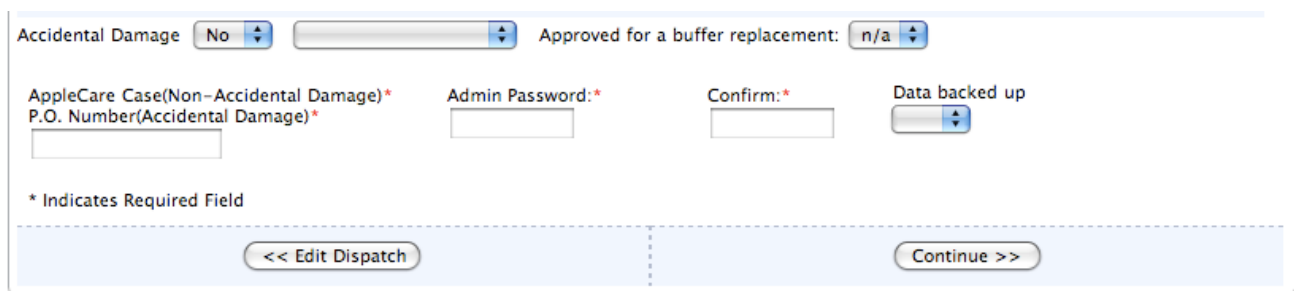


Enter any additional comments necessary:

with a light shining behind the display I can see an image. back light is out.

fig 9

9. Note whether or not you acknowledge the repair request is the result of Accidental Damage and, if so, whether a Buffer Replacement has been approved in lieu of repair (figure 10).



Accidental Damage: No [dropdown] Approved for a buffer replacement: n/a [dropdown]

AppleCare Case(Non-Accidental Damage)*
P.O. Number(Accidental Damage)*

Admin Password:* Confirm:* Data backed up [dropdown]

* Indicates Required Field

<< Edit Dispatch Continue >>

fig 10

10. Enter the AppleCare case number (or PO number if you plan to pay for an instance of Accidental Damage) in the Case Number field, the Admin Password for the unit, and select whether or not the data has been backed up* (figure 10). Then click on the “Continue>>>” button.

** Note: The depot is not equipped to back up or restore user data. The “Data backed up” drop down is a reminder to ensure data is backed up prior to dispatch.*

11. On the following page you will be able to verify all of the information pertaining to this dispatch request. Please validate all of the information on this page including serial number and reason for repair. Incorrect or incomplete information may delay your repair. If the information is correct, click on “Confirm Dispatch” to process the repair request (figure 11):

:: Create : Dispatch

School: 024-03

Asset Tag: 213546

Serial Number: UV2286GCM4R

Ethernet ID: 00:03:93:B7:59:F2

AirPort ID: 00:30:65:20:7A:58

AppleCare Case Number: 50144386

User Symptoms	Area(s) of Issue	Additional School Comments
screen is black	Backlight	with a light shining behind the display I can see an image. back light is out.

Please take a moment to review your dispatch before proceeding.


<< Edit Dispatch

Confirm Dispatch

fig 11

12. The following page will provide you with your Dispatch Number. Please retain this information for your records (figure 12). Use the “Print” button to print a paper copy of this information to for your records for the repair. Click on the “Click Here, Print, Attach to Box” link to print a UPS shipping label for your dispatch:

[:: Create : Dispatch](#)



Dispatch Created

Dispatch **15197** has been created.
Your work order has been submitted and a UPS pickup request has been scheduled.
Your Tracking Number is: 1ZRF06740395248561.
Serial Number: UV231ZM2NBC
Asset Information: 216467

View/print your label: [Click Here](#), [Print](#), [Attach to box](#). **(MANDATORY)**
Print current dispatch: [Click Here](#)

[Click here](#) to create a new dispatch.

Dispatch Number: 15197

Asset Tag: 216467

Serial Number: UV231ZM2NBC

Ethernet ID: 00:03:93:B6:CB:28

AirPort ID: 00:30:65:05:C2:EE

AppleCare Case Number: 5300891

User Symptoms	Area(s) of Issue	Additional School Comments
screen is black	Backlight	using a flashlight, I am able to see an image on the screen. backlight has failed.

fig 12

13. The UPS Labels must be printed off and attached to the shipping box. There are detailed instructions on the printed label. Once you have cut off the label at the designated line, retain the other half of the form as it contains your UPS tracking number. A UPS pick up will be automatically scheduled for the next business day, however, if you have a regularly scheduled daily pick up with UPS, as long as your asset is ready to be picked up, with the label attached to the box, the driver will be able to take the dispatch on their next visit:

Your dispatch has been created and a UPS pickup has been scheduled for your iBook.

* Your pickup will occur before the close of the next business day. Business hours are between 8am and 3pm.

Please follow the steps below to prepare your iBook for pickup. Please have your iBook ready for pickup immediately after creating the dispatch, otherwise the iBook may not be picked up for repair which will significantly delay the repair process.

1. Print the UPS shipping label below.
2. Pack up your iBook in a depot provided box. **DO** include the iBook battery. **DO NOT** include the power adapter.
3. Apply the UPS shipping label to the box in a location that is easily readable and record the tracking number found below.
4. Place the box in your school's UPS pickup area (ex. School's Front Office).

Your pickup has been scheduled with UPS
Confirmation Number: **1ZRF06740395248561**

* Pickup services are subject to UPS Terms and Conditions.

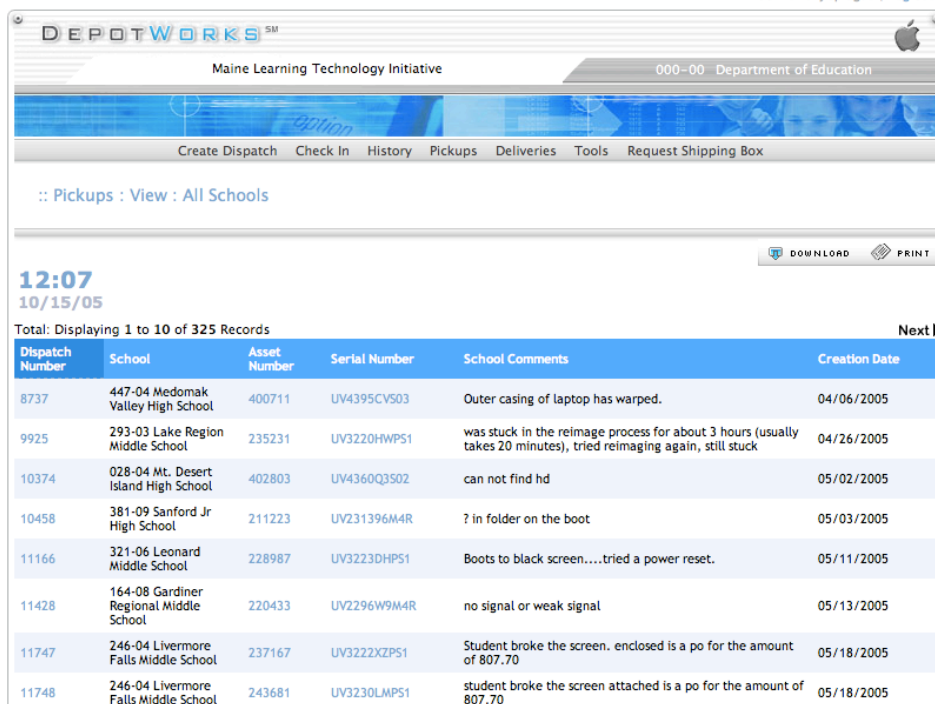
<https://www.ups.com/content/us/en/resources/service/terms/service.html>

CUT HERE

BELL INDUSTRIES, INC. 30 THOMAS DRIVE WESTBROOK ME 04092		SHIP TO: SHIPPING DEPARTMENT 2072531740 BELL INDUSTRIES 30 THOMAS DRIVE WESTBROOK ME 04092		7 LBS	1 OF 1
		ME 041 9-05 			
UPS GROUND TRACKING #: 1Z RF0 674 03 9524 8561					
BILLING: 3RD PARTY				Reference No.1: 15197 Reference No.2: 216467	
				NPS0 45 0A 07/2005	

fig 13

14. To check on the status of your dispatch pick up, use the “Pickups” link at the top of any page. This will provide you with the current open repairs for your school (figure 14). This list can be printed or downloaded to an Excel document using the appropriate links on the top right of the page.:



Dispatch Number	School	Asset Number	Serial Number	School Comments	Creation Date
8737	447-04 Medomak Valley High School	400711	UV4395CV503	Outer casing of laptop has warped.	04/06/2005
9925	293-03 Lake Region Middle School	235231	UV3220HWPS1	was stuck in the reimage process for about 3 hours (usually takes 20 minutes), tried reimaging again, still stuck	04/26/2005
10374	028-04 Mt. Desert Island High School	402803	UV4360Q3502	can not find hd	05/02/2005
10458	381-09 Sanford Jr High School	211223	UV231396M4R	? in folder on the boot	05/03/2005
11166	321-06 Leonard Middle School	228987	UV3223DHPS1	Boots to black screen....tried a power reset.	05/11/2005
11428	164-08 Gardiner Regional Middle School	220433	UV2296W9M4R	no signal or weak signal	05/13/2005
11747	246-04 Livermore Falls Middle School	237167	UV3222XZPS1	Student broke the screen. enclosed is a po for the amount of 807.70	05/18/2005
11748	246-04 Livermore Falls Middle School	243681	UV3230LMPS1	student broke the screen attached is a po for the amount of 807.70	05/18/2005

fig 14

15. For delivery status, use the “Deliveries” link at the top of any page to show pending deliveries for your school (figure 15):

The screenshot shows the DEPOTWORKS web application interface. At the top, there's a header with the DEPOTWORKS logo and an Apple logo. Below the header, there's a navigation bar with links: Create Dispatch, Check In, History, Pickups, Deliveries, Tools, and Request Shipping Box. The main content area displays the title "Deliveries For Past 90 Days : View :All Schools". Below this, there's a timestamp "12:09 10/15/05" and a "Total: Displaying 1 to 4 of 4 Records" message. A table lists the delivery records with columns: Dispatch Number, School, Asset Number, Serial Number, Bell Comments, and Completion Date. The table contains four rows of data. At the bottom of the table, it says "Page 1". There are "DOWNLOAD" and "PRINT" buttons on the right side of the table.

Dispatch Number	School	Asset Number	Serial Number	Bell Comments	Completion Date
14938	024-03 Woodland Jr High School	216407	UV228497M4R		08/04/2005
14970	024-03 Woodland Jr High School	243949	UV3231KLPS1		08/31/2005
14974	000-00 Department of Education	221334	UV2297KZM4R		09/01/2005
15157	024-03 Woodland Jr High School	243915	UV3231BKPS1	(Test Test, 10/03/05 10:16, replaced keyboard)	10/03/2005

Proprietary software. A managed service brought to you by Bell Industries.
©2005 Bell Industries, Tech.logix Group

Having issues or want to send feedback?
[Click here.](#)

fig 15

16. After a unit is received back from the MLTI Local Repair Depot, you should check in the unit to complete the repair cycle. Use the “Check In” link on the top of any page and enter the serial number or asset tag in the appropriate field and click on “Move Asset” (figure 16):

DEPOTWORKSSM

Maine Learning Technology Initiative 000-00 Department of Education

Create Dispatch Check In History Pickups Deliveries Tools Request Shipping Box

:: Check In : Enter Asset Information

Please enter the asset information or serial number of a unit to move it to:

Check In at School After Bell Repair

Asset Number: 213456

Serial Number:

Check In Asset

Proprietary software. A managed service brought to you by Bell Industries.
©2005 Bell Industries, Tech.logix Group

Having issues or want to send feedback?
[Click here.](#)

fig 16

17. To cancel a dispatch, use the Tools menu selection and the “Cancel Dispatch” option under “Admin Tools” for the dispatch (figure 17):

Create Dispatch Check In History Pickups Deliveries Tools Request Shipping Box

Admin Tools

Cancel Dispatch
Edit : Dispatch

Reports

Aging Report

Searches

Search : Dispatch
Search : History

fig 17

18. On the Cancel Dispatch Screen, type in the dispatch ID number in the appropriate field and click on the “Cancel Dispatch” button. This will cancel a dispatch that is no longer required or which was set up incorrectly. (figure 18):

:: Tools : Cancel : Dispatch

Cancel an open dispatch:

Please enter dispatch number below. **This action cannot be undone.**

Dispatch Number:

[Cancel Dispatch](#)

Proprietary software. A managed service brought to you by Bell Industries.
©2005 Bell Industries, Tech.logix Group

Having issues or want to send feedback?
[Click here.](#)

fig 18

19. On the following screen you will be able to confirm that you wish to cancel the dispatch. Click on “Cancel Dispatch” to confirm. Once a dispatch is cancelled, the action cannot be undone. (You can only cancel a dispatch before the unit is picked up by UPS. Cancellation after the UPS pick up with either result in problems with redelivery of the unit or you will be unable to cancel the dispatch via the web page interface) (figure 19):

:: Tools: Cancel : Dispatch

Confirm Cancellation

Are you sure you wish to cancel Dispatch 15198?

This action cannot be undone.

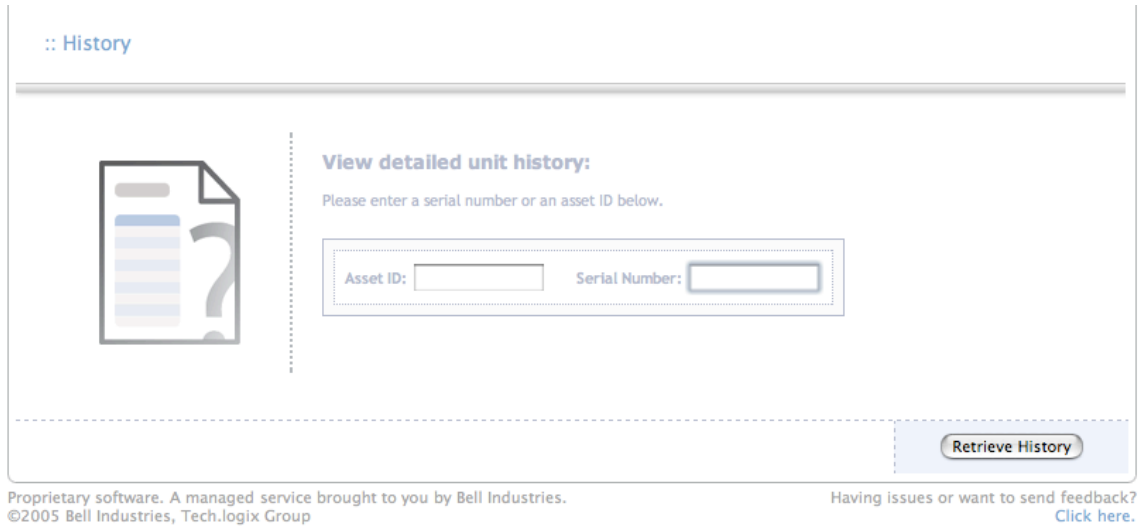
Serial Number: UV4363HGS02
Asset Information: 403093

[<< Go Back](#) [Cancel Dispatch](#)

Proprietary software. A managed service brought to you by Bell Industries.
©2005 Bell Industries, Tech.logix Group

Having issues or want to send feedback?
[Click here.](#)

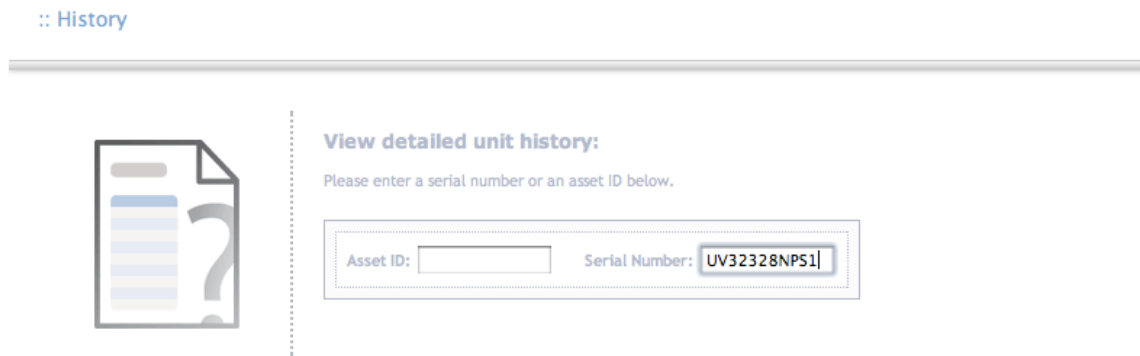
20. To check on a repair history for your units use the “History” link (figure 20):



The screenshot shows a web interface with a header bar containing the text ":: History". Below the header, there is a section titled "View detailed unit history:" with the instruction "Please enter a serial number or an asset ID below." To the left of this section is an icon of a document with a question mark. Below the instruction, there are two input fields: "Asset ID:" and "Serial Number:". A "Retrieve History" button is located at the bottom right of the form. At the bottom of the page, there is a footer with the text "Proprietary software. A managed service brought to you by Bell Industries. ©2005 Bell Industries, Tech.logix Group" on the left and "Having issues or want to send feedback? Click here." on the right.

fig 20

21. On the resulting page, enter the asset tag or serial number for the unit you would like to view repair history on and click “Retrieve History” (figure 21):



This screenshot is similar to the previous one, showing the same "View detailed unit history:" section. However, the "Serial Number:" input field is now filled with the text "UV32328NPS1". The "Asset ID:" field remains empty. The rest of the interface, including the header, footer, and icons, is identical to the previous screenshot.

fig 21

22. The repair history will provide you with a current status and any dispatch numbers associated with the serial number/asset tag (figure 22):

[Tools: History : Search](#)

Current Status:		
Diagnosis AT School		
School: 024-03 - Woodland Jr High School	Asset Tag: 237939	Serial Number: UV32328NPS1
Associated Dispatches: 15093 15042 14979 14966 14956		
Location Status	Modified by	Date/Time Modified
Diagnosis AT School	Bruna Stroup	09/21/05 14:45:35
Diagnosis AT School	Bruna Stroup	09/07/05 11:47:09
Diagnosis AT School	Bruna Stroup	09/01/05 12:12:56
Diagnosis AT School	Bruna Stroup	08/31/05 11:13:10
Checkin/Accepted at Depot for Repair	laurie mcdonald	08/05/05 14:57:53
Diagnosis AT School	laurie mcdonald	08/05/05 14:57:25

fig 22

23. Click on the dispatch number to access the repair details. The repair details page will provide the list of parts used and any technician comments on the repair (figure 23):

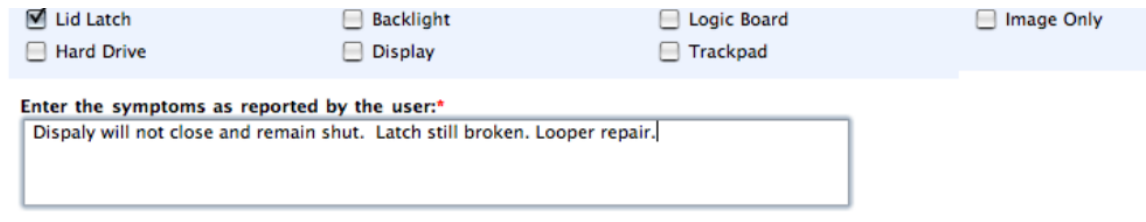
Tools: Search : Dispatch		
Current Status:		
Diagnosis AT School		
Dispatch 15093, created on 09/21/05 at 14:45:35 by Jeff Barlow		
School: 024-03	Asset Tag: 237939	Serial Number: UV32328NPS1
AppleCare Case #: caseno		
School Comments	Bell Diagnosis	Bell Comments
symptoms		
Parts Ordered for This Asset		
UPS Tracking Numbers		
Tracking No. From School: 1ZRF06740392849873		

Proprietary software. A managed service brought to you by Bell Industries.
©2005 Bell Industries, Tech.logix Group

Having issues or want to send feedback?
[Click here.](#)

fig 23

24. If a unit requires a repeat repair within 90 days, you can contact the MLTI Help Desk to obtain a new case number, or you can use the original case number. Either way, you will need to create a new dispatch for the unit to be repaired. Entering the word "Looper" in the "Symptoms" field along with the failure description will help identify the unit as a repeat repair but it is not required. (figure 24):



The screenshot shows a form with a grid of checkboxes for selecting symptoms. The first row contains 'Lid Latch' (checked), 'Backlight', 'Logic Board', and 'Image Only'. The second row contains 'Hard Drive', 'Display', 'Trackpad', and an empty space. Below the grid is a text input field with the label 'Enter the symptoms as reported by the user:'. The text inside the field reads: 'Dispaly will not close and remain shut. Latch still broken. Looper repair,'.

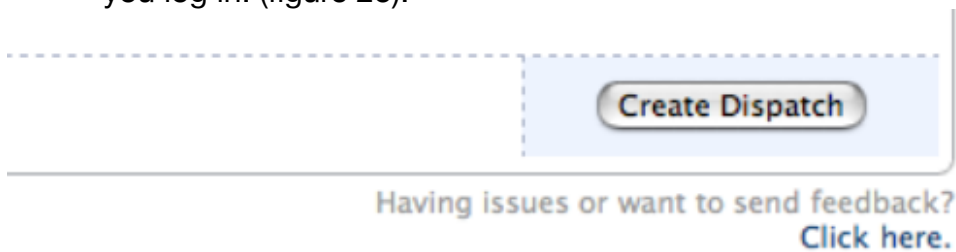
<input checked="" type="checkbox"/> Lid Latch	<input type="checkbox"/> Backlight	<input type="checkbox"/> Logic Board	<input type="checkbox"/> Image Only
<input type="checkbox"/> Hard Drive	<input type="checkbox"/> Display	<input type="checkbox"/> Trackpad	

Enter the symptoms as reported by the user:*

Dispaly will not close and remain shut. Latch still broken. Looper repair,

fig 24

25. If there is an issue with a dispatch or other problems with the MLTI Depot experience and you want to provide feedback, you may use the "Having issues or want to send feedback?" link on the bottom of any page after you log in. (figure 25):



The screenshot shows a button labeled 'Create Dispatch' and a link labeled 'Having issues or want to send feedback? Click here.'.

Create Dispatch

Having issues or want to send feedback?
Click here.

fig 25

26. While your school and contact information will be pre-populated for you, you will need to fill out the remainder of the form in order for Apple to assist you in addressing your escalation. DIY or other non-depot specific escalations should not be sent to this forum, but should follow the standard escalation path of using the MLTI Help Desk, the MLTI Project Office, or the State of Maine DOE. (figure 26):

Create Dispatch Check In History Pickups Deliveries Tools Request Shipping Box

:: Escalate : Enter Issue

MLTI Depot Feedback and Escalation Form

Name: laurie mcdonald Requester Email: ddelima@bellind.com
School Code: 792-01 School Name: Indian Township School

Issue Priority: Please Select Priority...
Subject: Please Select Subject...
Issue Description:
Issue Details:

Reset Submit

Proprietary software. A managed service brought to you by Bell Industries.
©2005 Bell Industries, Tech.logix Group

Having issues or want to send feedback?
[Click here.](#)

fig 26